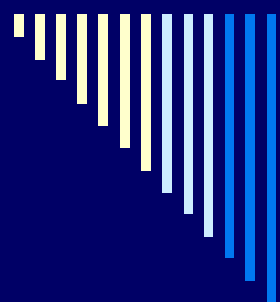
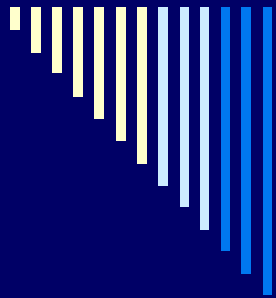



Integrating Recovery Based Service Delivery With The Commitment Process



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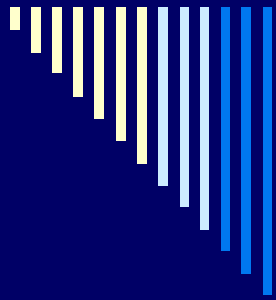
- Do you want to be remembered as “*the person who called the cops on me and got me sent to the hospital*”; or “*the person that got me the help I needed during my crisis*”?



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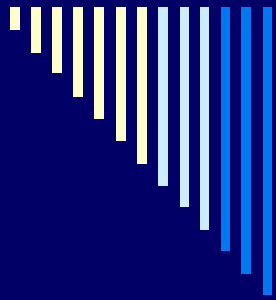
□ Challenges:

- The commitment process has the potential to be extremely stressful and traumatic.
- The citizen involved in the process, currently, or has in the past, refused recommended treatment, or has stopped taking their medications.
- Not all involved in the commitment process are vested in the Principles of Recovery.
 - *“Not everyone can “recover,” some people need financial support, long-term care, and housing”.*
 - *Excerpted from: Civil Commitment Practices in Virginia Perceptions, Attitudes, and Recommendations, A Report for the Commission on Mental Health Law Reform Commonwealth of Virginia, Dated April 2007.*



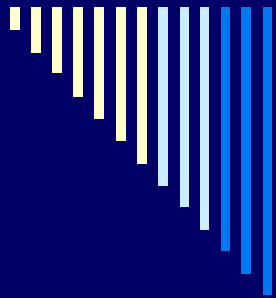
Integrating Recovery Based Service Delivery With The Commitment Process

- *The commitment process has the potential to be extremely stressful and traumatic.*
 - Treat each citizen as we would want our mothers, fathers, sisters, brothers, children, relatives, and friends treated.
 - Strive for an open, honest, dialog with the citizen, throughout every step of the process.
 - Maintain a therapeutic relationship and minimize the potential for deterioration into an adversarial relationship.
 - Shorter “repair cycle” for any perception of broken trust.
 - Establish the foundation for a continuing of the relationship, as the citizen will hopefully be back to receive voluntary services.



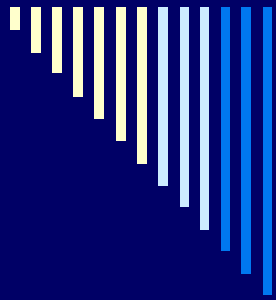
Integrating Recovery Based Service Delivery With The Commitment Process

- *The citizen involved in the process is currently, or has in the past, refused recommended treatment.*
 - ▣ Each service provider must establish and maintain a firm belief in the recovery principle of hope, remembering that our interactions with the citizen will determine the path that the she or he will take in the future.
 - ▣ Introduce citizens to our improved service delivery system which is, consumer centric and recovery based.



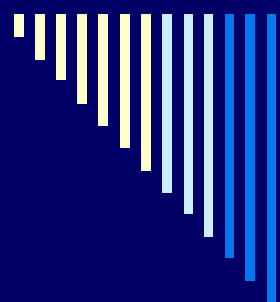
Integrating Recovery Based Service Delivery With The Commitment Process

- *Not all involved in the commitment process are vested in the Principles of Recovery.*
 - Ensure that all staff, for all divisions, at all levels, are aware of, trained in, and committed to the following recovery principles:
 - Hope
 - *Many have worked hard and have achieved success in managing their symptoms and improving their quality of life. The future is unpredictable, and I cannot predict what your outcome will be. However, I will walk with you into the future, and support any and all positive decisions and actions that you undertake.*
 - Personal Responsibility
 - Education
 - Support
 - Self Advocacy



Integrating Recovery Based Service Delivery With The Commitment Process

- How do we measure effectiveness of our efforts:
 - Each time we provide mental health services to the citizens of the Commonwealth of Virginia, we must ensure that each and every person they contact provides a caring, respectful, welcoming, environment of care; embracing the principles of recovery.
 - While the criteria has been broadened, the goal is to decrease the number of and need for commitments.



Integrating Recovery Based Service Delivery With The Commitment Process

□ Q&A